

# Role Profile

*because  
you matter*

**St Nicholas**  
Hospice Care

A Registered Charity No. 287773

**St Nicholas Hospice Care** is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

<b>Job Role</b>	Shop Supervisor
<b>Department</b>	Shops
<b>Reports to</b>	Haverhill Hub Manager
<b>Location</b>	Haverhill Hub

## Background Information

---

Our shops support income generation, raising funds to support the Hospice work in the community and In patient unit. Our shop staff support the community and sign post our services when required.

## Job Purpose

---

Supervise the shop in the Manager's absence, motivating a volunteer team to achieve sales targets in the shop whilst providing a high quality customer service.

Assist the manager and take the lead in the absence of the manager for Hub related issues.

# Key Accountabilities & Responsibilities

---

Support the day-to-day running of the shop, assisting the Shop Manager and volunteers.  
Contribute to meeting agreed sales targets set by the Shop Manager.

## **Customer and Donor**

- Provide a high quality customer service ensuring that everyone has a positive experience engaging with the Hospice.
- Deal with complaints effectively
- Processing sales using Electronic Point of Sale (EPOS) system.
- Actively encourage donors to complete Gift Aid forms for donated items
- Ensure all staff and volunteer purchases are processed and recorded following policy and procedure

## **Haverhill Hub Building, Security, Health and Safety**

### **To assist the manager or take the lead in managers absence, the following**

- Responsible for opening and closing the Hub building
- Open and close other internal parts of the building, depending on the services running on that day
- Oversee all aspects of the Hub in relation to health and safety ensuring Hospice policies and guidelines/safe operating procedures are understood by the workforce and implemented in managers absence
- To attend regular Hospice meetings with the Haven cafe representative. To discuss HR, facilities and health and safety
- Liaise with Suffolk county council registrars in relation to days and times they will be working at the hub this includes being point of contact for the registrar when on site, and fielding queries relating to wifi/connection issues, heating, parking, facilities, office maintenance etc
- Work closely with library team in relation to compliance issues and general building queries
- Vertas relationship for cleaning and general maintenance – maintaining/updating site visit folder with 18+ different sub-contractors/H&S checks/job sheets/work numbers
- Facilitate council/Vertas/sub-contractors to attend site to fix maintenance issues/routine servicing
- Responsible for ensuring all staff know/comply with requirement for contractors attending/working on site to read and sign the asbestos register
- Responsible for cashing up, banking and completing reconciliation procedures
- Ensure the Shop meets the highest standard of cleanliness and merchandise presentation standards at all times
- Ensure that all donations are stored and handled using the correct procedures

## **Volunteers**

- Support the induction, training and development of volunteers, ensuring they have the skills and knowledge to fulfil the requirements of the role.
- Support the manager in ensuring volunteers are updated on policy and procedure
- Motivate volunteers to sign up Gift aid donors.

## Stock

- Communicate with the Donations Centre arranging deliveries and collections of stock
- Ensure all stocks are secured safely
- Assist in stocktakes, following policy and procedure
- Minimise stock loss through fraud prevention including internal/external theft.

# Key Working Relationships

---

## Internal

Wider Retail team

Fundraising team

Facilities team

Finance team

## External

Customer and Donor

Contractors

Landlord

# Job Scope

---

<b>Decision making level</b>	Daily decision making regarding: Stocks received from warehouse or donor Own tasks for day/week Volunteer duties for day
<b>Financial resources</b>	Assist manager to achieve income target up to £250,000 depending on shop size and turnover Assist manager in maintaining building and contents – raising work orders Processing payments from £1 to £600 + dependant on shop type and turnover
<b>Other resources</b>	Shared responsibility for the maintenance of the site and equipment Shared responsibility for ordering shop consumables, cleaning supplies Shared responsibility for the maintenance of shop equipment

<b>People management</b>	Shared responsible for up to 10 volunteers Shared responsibility for up to 4 Duke of Edinburgh students
<b>Legal, regulatory and compliance responsibility</b>	Shared responsibility for Health and Safety of the site GDPR in relation to staff, customers and donors information

## Person Specification

---

### **Knowledge, qualifications and experience Required**

- A Good general education (GCSE D or above in English and Maths)
- Administration experience including being able to use IT and Microsoft Office programs
- Experience of working in a busy retail environment
- Experience of sales, targets and cash handling
- Experience in time management, own and others

### **Desirable**

- Demonstrable supervisory experience in a Customer Service or Sales environment
- Clean driving licence

### **Skills and abilities**

- Excellent communication and interpersonal skills
- Organisation and problem solving skills
- Ability to motivate and inspire others
- Customer service driven with a positive attitude
- Self-motivated and uses initiative
- Good level of physical fitness to meet the demands of the role (stock handling, unloading deliveries, merchandising)
- Ability to work weekends

## Other

---

Whilst your normal place of work is your contractual shop location, you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.

Requirement to work weekends and some unsociable hours as directed by your line manager.

# Standards and Expectations

---

## **Policies and Procedures**

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

## **Confidentiality / Data Protection**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

## **Health and Safety**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

## **Safeguarding and Mental Capacity Act**

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

## **Infection Control**

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

## **Equality and Diversity**

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

## **Volunteer Assistance**

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

## **Job Description**

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

## **Values**

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**